

REQUEST FOR PROPOSALS
ACQ-2009-0515-RFP
AMENDMENT 4

This is an amendment to ACQ-2009-0515-RFP issued by the Washington State Department of Transportation on June 15, 2009 for the Statewide Customer Service Center and as amended by Amendment 1 dated June 18, 2009, Amendment 2 dated June 25, 2009, and as amended by Amendment 3 dated June 26, 2009.

This RFP is amended as follows:

The following RFP Sections are amended as follows:

(RFP Main Body) Section 1.2. Program Vision, Goals and Objectives is here by amended with the addition of new **Section 1.2.1.** as follows:

As stewards of taxpayer dollars, WSDOT's mission is to execute a performance based contract to establish CSC services in support of tolling commencement on SR 520 in October 2010, and to provide efficient CSC services for the following five to nine years. The following objectives for the program have been established:

- a. Provide services at lowest effective operational costs to maximize financing of transportation improvements.
- b. Accurately migrate current customer accounts and operations to the new CSC by ~~end of~~ **October 1**, 2010.
- c. Allow for rational expansion of the CSC for toll operations on facilities, such as I-90, I-5, and I-405, within the next five years without precluding the ability to expand to other collections.
- d. Support operational performance targets of 75% Good To Go! electronic tags, 75% billable toll collections, and 6% or less adjudication by district courts.

(RFP Main Body) Table 1 of Section 2.20. Schedule of Procurement Activities is hereby replaced in its entirety.

Table 1: RFP Procurement Schedule

Activity	Due Date	Time*
RFP Released	June 15, 2009	N/A
Optional Pre-Proposal Conference Call	June 26, 2009	1:00 PM
Optional Pre-Proposal Conference Call #2	July 9, 2009	1:00 PM
Mandatory Letter of Intent to Propose Due	July 6, 2009 July 17, 2009	5:00 PM
Written Questions Due	July 20, 2009	5:00 PM
Answer to Questions Issued	July 31, 2009	N/A

Proposals Due	August 25, 2009	5:00 PM
Qualified Vendor Notification	September 8, 2009	5:00 PM
Interviews	September 21 to September 25, 2009	TBD
Notification of Apparently Successful Vendor Issued	On or before October 9, 2009	N/A
Execute Contract	On or before November 2, 2009	N/A

*Times are Pacific Time.

(RFP Main Body) Section 2.21. Optional Pre-Proposal Conference Call

Any documents used by WSDOT during the call (e.g., presentations, handouts, etc.) will be filed with the Administrative Services Contracts Office and made available to the public on WSDOT's website:

<http://www.wsdot.wa.gov/business/contracts/default.htm>

(RFP Main Body) Section 2.21. Optional Pre-proposal Conference Call is here by amended with the addition of a new section titled “**Section 2.21.1. Optional Pre-proposal Conference Call #2**” as follows:

2.21.1. Optional Pre-Proposal Conference Call #2

A second optional Pre-Proposal Conference Call will be held by WSDOT on the date and time shown in Table 1. During this call, WSDOT will identify the amendments issued to date and will then open the call to questions. Vendors are encouraged to ask questions about all aspects of the Program. WSDOT will attempt to answer all questions during the meeting, but responses or other information presented at the meeting will not be considered binding on WSDOT. WSDOT may issue an addendum to the RFP based on the questions asked, but Vendors are advised to submit written questions to the RFP Coordinator formally after the call if they have specific concerns or need a formal response. Any documents used by WSDOT during the call (e.g., presentations, handouts, etc.) will be filed with the Administrative Services Contracts Office and made available to the public on WSDOT's website:

<http://www.wsdot.wa.gov/Business/Contracts/default.htm>

No minutes of the Pre-Proposal Conference Call will be distributed.

The call-in telephone number for the Pre-Proposal Conference Call is 1-866-365-4406. The Access Code is 4155577. For international call-in telephone numbers, see Amendment 3 (dated June 26, 2009).

(RFP Main Body) Section 3.4. Interview & Demonstration (Step 3)

Top proposals will proceed to the interview and demonstration phase. Vendors meet with WSDOT in the Seattle or Olympia area for an interview and demonstration session. The purpose of the interview is to provide the evaluation team with a better understanding of the written proposal. The interview will consist of a brief presentation by the Vendor summarizing their proposal followed by a discussion focused primarily on the Vendor's Program Approach, Technical Approach and exceptions to the contract and/or requirements. Vendors will be required to provide a scripted CSC System demonstration, which will highlight how the Vendor will meet key functionality. The format and information required as part of the interview will be identified by WSDOT in advance of the interview. The following key personnel that fill these positions will be required to be in attendance for each vendor, based on the Vendor's proposal and organizational structure other personnel may also be requested:

- a. Program Manager
- b. Corporate/Executive Sponsor
- c. Finance and Accounting Manager
- d. IT Operations Manager

Other personnel may also be requested at WSDOT's option.

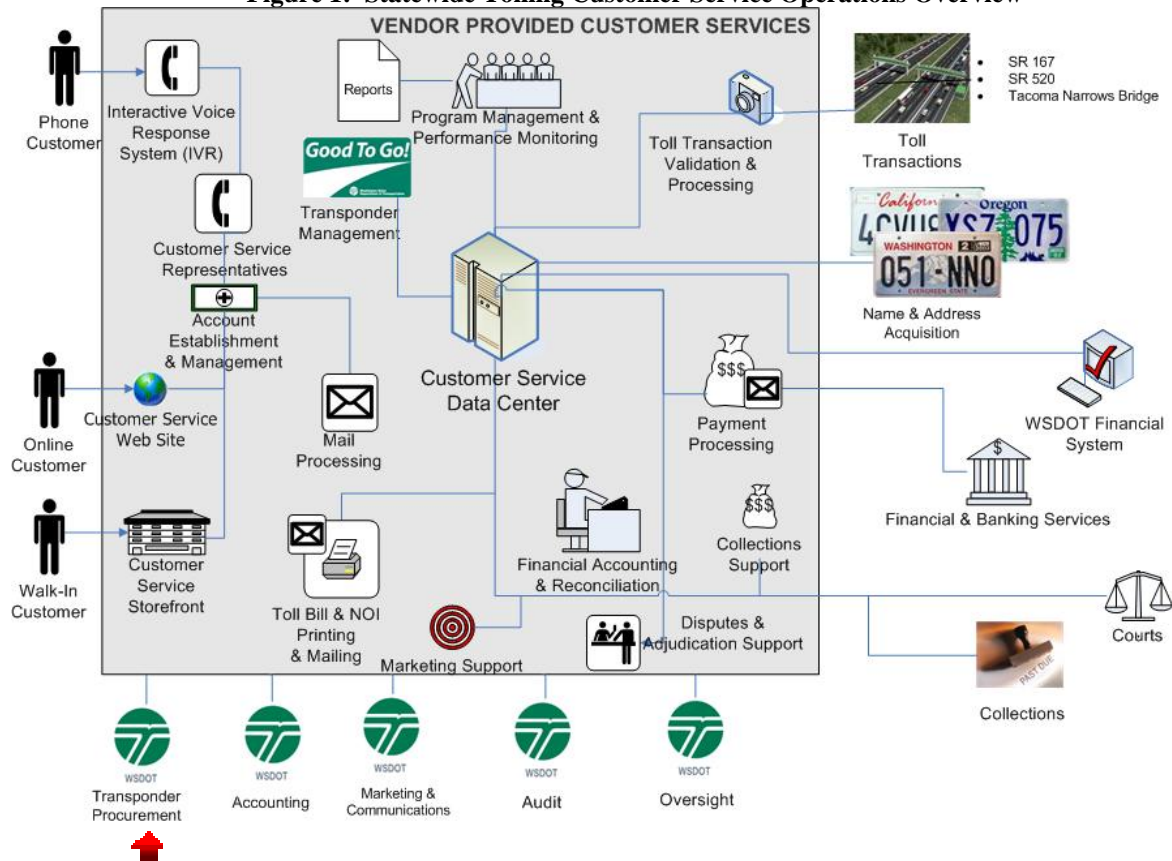
Interviews will be scheduled through the RFP Coordinator. WSDOT will provide the facility, lights, electricity, and projector screen for the interviews. The Vendor shall provide any additional equipment necessary to make a presentation.

(RFP Main Body) Section 4.6 Technical Proposal

The requirements referred to in Section 7—Functional and Business Requirements and Section 8—Program Delivery Requirements will serve as the basis for the Technical Proposal. The Technical Proposal section shall be limited to seventy-five (75) pages and contain the following information in the order given. The Technical Proposal shall consist of three parts: Program Delivery Approach, Technical Approach, and Compliance Matrix. Proposals shall **explicitly** describe ~~only~~ those requirements identified in the Compliance Matrix as “do not meet”, or “exceed”.

(RFP Appendix 2 – Scope of Work) Figure 2 of Section 1.6 is hereby replaced in its entirety with the following:

Figure 1: Statewide Tolling Customer Service Operations Overview



(RFP Appendix 2 – Scope of Work) Section 13.2.1.1 Account Establishment Prior to Tolling Commencement

The Vendor shall complete *Good To Go!* account set-ups and fulfill Transponder orders as required, with particular emphasis on meeting the high demands expected during the **Start-Up Phase**. Through aggressive marketing, advertising, and incentive programs, WSDOT plans to motivate at least 300,000 households to establish *Good To Go!* accounts prior to the Tolling Commencement on SR 520, with an additional 200,000 households or more signing up during the subsequent year. The ultimate goal is to have 50% of daily traffic using the *Good To Go!* system at the start of tolling, rising to 80% **75%** within the first six months of operation, as shown in Table 2-3 below. The estimated daily traffic on SR 520 is between 95,000 and 110,000 per Day depending on the implemented Tolling scheme to be determined by the Washington State Transportation **Commission**.

ALL OTHER TERMS AND CONDITIONS OF THIS RFP REMAIN IN FULL FORCE AND EFFECT.